

AUS920030326US1**10/606,683****CLEAN VERSION OF AMENDED CLAIMS****RECEIVED
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10. A computer readable medium encoded with a program capable of being executed by a computer for improving user satisfaction with computer driven automated interactive systems, comprising:

means for prompting a user to indicate language usage pattern preferences;

means for analyzing user indicated preferences;

means, responsive to said means for analyzing, for creating a user profile;

means for storing results of said analyzing step in said user profile; and

means for modifying subsequent presentations to said user to reflect said stored user indicated language usage pattern preferences.

11. The computer program claim 10 wherein:

said automated computer system comprises an automated telephonic response system including means for voice recognition and generation.

12. The computer program of claim 11 wherein said means for prompting comprises:

means for iteratively querying said user to answer predefined questions; and

means for ascertaining user preferences for generated voice qualities.

13. (original) The computer program product of claim 10 wherein:

said automated computer system comprises a Web browser with access to at least a Web site.

14. The computer program of claim 11 wherein said prompting means includes:

means for presenting to said user a plurality of passages, each utilizing a different personal pronoun combination.

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15. The computer program of claim 14 wherein:

said means for storing includes means for saving user pronoun combination
choice; and

said means for modifying includes means for assuring subject and verb
agreement.

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